

### Snapshot of Professional Responsibilities

- ✓ A smart & passionate Guest Relation Professional with 1.6 years of experience in hospitality.
- ✓ Expert in Customer Service and Customer Satisfaction.
- ✓ Recognized for outstanding organizational skills, public relations and an ability to consistently exceed guest expectation. A demonstrator who can adapt to changing situations and different cultures to achieve results.

### Employment History / Career Path



Help Desk Executive, Sun life Financial, Gurgaon (payroll - Sodexo)

Nov'19 till date

### Current Engagement

- ✓ Responding to queries via chat, email, or phone
- ✓ Training other staff members on troubleshooting and diagnosing problems
- ✓ Writing, editing, and revising training manuals for new and updated software and hardware
- ✓ Providing technical assistance for questions and problems
- ✓ Resolving problems with networks and other computer systems
- ✓ Diagnosing system errors and other issues
- ✓ Following up with customers to ensure full resolution of issues
- ✓ Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods
- ✓ Running reports to analyses common complaints and problems
- ✓ Installing or changing software to fix issues
- ✓ Remotely accessing hardware or software for clients to make changes and fix problems



Guest Relation Executive, Hotel Anya, Gurgaon (A member of Marriott Hotels)

Aug'18 to Oct '19

- ✓ Welcome guests during check-in and giving a fond farewell to guest while checkout.
- ✓ Handling guest complaints and concerns in an efficient and timely manner.
- ✓ Overseeing VIP guests, arrivals and departures.
- ✓ Coordinating and multi-tasking job duties in a busy environment.
- ✓ Keeping detailed information about the Hotel, city as well as the competition.
- ✓ Keeping detailed information regarding arrivals and room requirements.

- ✓ Being up to date on information on daily room occupancy
- ✓ Providing excellent customer service as per hotel standards.
- ✓ Greeting guests as they enter and exit the hotel.
- ✓ Providing information regarding the Hotel, town attractions, activities etc.
- ✓ Check on VIP reservations, complete their pre-registration formalities.
- ✓ Allocate rooms to all arriving guests.
- ✓ Maintain up-to date information on room rates, current promotions, offers and packages
- ✓ Maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
- ✓ Co-ordinate with housekeeping for clearing of rooms.
- ✓ Collect Guest feedback during guest departure along with his likes and dislikes.
- ✓ Perform basic cashier activities as and when required.
- ✓ Maintain guest lockers for safe custody.
- ✓ Ensure that all check-ins and check-outs are handled smoothly without unnecessary delay or discomfort to any guest.
- ✓ Give proper and complete handover to the next shift
- ✓ Handling all guests without bias or prejudice.
- ✓ Follow the house rules and policies laid down by the management.
- ✓ Adhere to strict [staff grooming and hygiene](#) standards.



**Guest Relation Associate, Hotel Radisson Blu, Greater Noida**

**Dec' 17 to Jun' 18**

- ✓ Welcome guests during check-in and giving a fond farewell to guest while checkout.
- ✓ Handling guest complaints and concerns in an efficient and timely manner.
- ✓ Overseeing VIP guests, arrivals and departures.
- ✓ Ensures guest services specified by superiors and guests requests are promptly and courteously met.
- ✓ Maintains a section room report.
- ✓ Meets with superior and takes on daily assigned tasks.
- ✓ Reports and submits lost and found articles to superior immediately.
- ✓ Report guest complaints to superior immediately.
- ✓ Reports unusual behavior/activities on floors to supervisor.
- ✓ Records room status in allocated section accurately.
- ✓ Complies with hotel's health, safety and hygiene policy.
- ✓ Adheres to personal grooming and hygiene standards.
- ✓ Attends meetings and training sessions as required.
- ✓ Creates and maintains floral arrangements.
- ✓ Carry out valet services when required including delivery of linen or processing laundry orders.

#### **Educational Qualifications & Professional Qualifications**

- ✓ Open Bachelor of commerce from Rabindranath Tagore University, MP2020.
- ✓ Higher Secondary from National Institute of Open Schooling, New Delhi in year 2016
- ✓ Matriculation from Satya Narayan Academy, West Bengal(CBSE Board)

## **Detailed Professional Responsibilities**

### **Customer Service**

- ✓ Ensures Reputational Performances Scores target is met.
- ✓ Assist team members when in criticism / complains from guests and report the same to the ones concerned.
- ✓ Attend and address departmental meetings and trainings to overcome criticism / complaints.

### **Personnel**

- ✓ Hard working and Punctuality
- ✓ Like to watch movies and listening to songs.

### **Achievements**

- ✓ Kudos from Sodexo
- ✓ Employee of the Month from Sodexo – 2 times
- ✓ Employee of the Month from Anya.
- ✓ Highest Up seller for consecutive 3 months in Hotel Upselling Program.
- ✓ Received many appreciations from customers mentioning my name in Tripadvisor.com for providing best service.